

CLAIM AMENDMENTS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Currently Amended) A method comprising:

inquiring, from a remote location, a status of an upper-layer communication indicator indicating a ~~transport~~ layer 4 or above communication status, the upper-layer communication indicator displayed at a modem, wherein the status is observable by a visual inspection of the upper-layer communication indicator by an end-user; entering the status into data storage; performing a first set of actions when the status indicates valid upper-layer communication, the first set of actions including troubleshooting actions; and performing a second set of actions when the status indicates invalid upper-layer communication, the second set of actions including corrective actions.

2. (Previously Presented) The method, as recited in claim 1, wherein the inquiring comprises:

a service technician from the remote location requesting the end-user to provide the status of a light emitting diode (LED) on a Digital Subscriber Loop (DSL) modem.

3. (Cancelled).

4. (Cancelled).

5. (Cancelled).

6. (Currently Amended) The method, ~~as recited in~~ of claim 1, wherein performing the second set of actions comprises a service technician advising the end-user to perform a corrective action to a local configuration.

7. (Currently Amended) The method, ~~as recited in~~ of claim 1, wherein performing the second set of actions comprises a service technician performing a corrective action at the remote location.

8. (Currently Amended) The method, ~~as recited in~~ of claim 1, wherein performing the first set of actions comprises sending a service technician to a location of the end-user to perform a set of troubleshooting actions.

9. (Currently Amended) A transceiver positioned at a local location, the transceiver comprising:
a connection port configured to communicate data signals from a computer positioned at the local location to a remotely located service provider device; and
a first status indicator configured for visual inspection by an end-user to communicate a ~~transport layer 4 or above~~ communication status between the computer and the service provider device,
wherein the first status indicator is configured to trigger a first set of actions including troubleshooting actions by indicating valid upper-layer communication and to trigger a second set of actions including corrective actions by indicating invalid upper-layer communication.

10. (Cancelled).

11. (Currently Amended) The transceiver, ~~as recited in~~ of claim 9, wherein the service provider device is a Digital Subscriber Loop Access Multiplexer (DSLAM).

12. (Currently Amended) The transceiver, ~~as recited in~~ of claim 9, further comprising:
a second status indicator configured to visually indicate an OSI layer 2 connection status between the computer and the remotely located service provider device.

13. (Currently Amended) The transceiver, ~~as recited in~~ of claim 12, wherein the second status indicator is a wide area network status indicator.

14. (Currently Amended) The transceiver, ~~as recited in~~ of, further comprising~~[[:]]~~ a second status indicator configured to visually indicate an OSI layer 1 status of the transceiver.

15. (Currently Amended) The transceiver, ~~as recited in~~ of claim 14, wherein the second status indicator is a power status indicator.

16. (Currently Amended) A method of digital subscriber line service maintenance, the method comprising:

detecting a digital subscriber line (DSL) related troubleshooting event at a remote service terminal that supports an end-user computer having a DSL connection at a local site;

inquiring, from the remote service terminal, a status of a visual upper-layer communication indicator, the visual upper-layer communication indicator displayed at a customer premise equipment (CPE) device and associated with a digital subscriber line (DSL) terminating at the DSL connection of the end-user computer at the local site; wherein the status is observable by a visual inspection of the visual upper-layer communication indicator by an end-user, and wherein the visual upper-layer communication indicator indicates a ~~transport~~ layer 4 or above communication status;

entering the status of the visual upper-layer communication indicator into data storage coupled to the remote service terminal in connection with the DSL related troubleshooting event;

performing a first set of maintenance actions when the status indicates valid upper-layer communication, the first set of maintenance actions including troubleshooting actions; and

performing a second set of maintenance actions when the status indicates invalid upper-layer communication, the second set of maintenance actions including corrective actions.

17-25. (Cancelled).